

DOCUMENT RESUME

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ABSTRACT

This handbook outlines the steps taken at Elgin Community College to establish a training information clearinghouse. It is intended as a model for community colleges to use for establishing a training information clearinghouse, enabling them to link business and industry more effectively with information on training programs available in the area. The handbook is divided into the following nine sections: (1) introduction; (2) Illinois State Board of Education product abstract and table of contents; (3) background on the training information clearinghouse planning steps; (4) information on the formation of focus groups to discuss the project and the meetings that were conducted with these groups, with sample materials; (5) information about the training information hotline; (6) the names, companies, and occupations of training information resource people; (7) a description of the business and industry training assessment survey that was taken during the project; (8) the business and industry training information directory that includes the process used in compiling the directory, a list of its contents, and descriptions of its purpose, audience, and promotion, with sample pages and related news articles; and (9) a brief summary of the implementation of the project. Related sample forms and project materials are interwoven throughout the handbook sections. (KC)

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ED237775

**Steps for
Establishing a
Training
Information
Clearinghouse**

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Adult, Vocational
and Technical
Education**

**Research and
Development Section**

July 1983

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INTRODUCTION

A key component to the economic development of any community is the availability of a trained labor force. Community colleges, private consultants, professional organizations, and private training groups have recognized and responded to this need by aggressively marketing their services to business and industry.

Many community colleges have also been acting as clearinghouses of training information. Existing businesses, chambers of commerce, new businesses, and companies contemplating moving to a locality often contact the local community college for information on training programs that are available in the area.

In order to successfully maintain this important link between community colleges and business and industry, the colleges need to identify what information is desired, and then they need to organize it in a manner that will be useful and easily retrievable. This handbook outlines the steps taken at Elgin Community College to establish a training information clearinghouse.

It is our hope that other colleges will find this publication to be a useful and time-saving resource tool.

Illinois State Board of Education

Department of Adult, Vocational and Technical Education Research and Development Section

Product Abstract

1. Title of material STEPS FOR ESTABLISHING A TRAINING INFORMATION CLEARINGHOUSE
2. Date material was completed June 30, 1983
3. Please check one: New material ☒ Revised material _____ Field-tested material _____
4. Originating agency Elgin Community College
Address 1700 Spartan Drive, Elgin, IL Zip Code 60120
5. Name(s) of developer(s) Pam Selby, Dennis Sienko, Dr. Lynn Willett
Address 1700 Spartan Drive, Elgin, IL Zip Code 60120
6. Developed pursuant to Contract Number 83-131-2.2.2
7. Subject Matter (Check only one according to Department of Education Code):
Code

☐ 01 Agricultural Education	☐ 10 Industrial Arts Education
☐ 03 Business and Office Education	☐ 16 Technical Education
☐ 04 Distributive Education	☐ 17 Trade and Industrial Education
☐ 07 Health Occupations Education	☐ 22 Cooperative Education
☐ 09 Home Economics Education	☐ Career Education
	☒ Other (Specify) <u>Vocational & Technical Ed.</u>
8. Education Level:

☐ Pre-K Thru 6	☐ 7-8	☐ 9-10	☐ 11-12
☐ Post-Secondary	☒ Adult	☐ Teacher (Pre-service)	
☐ Administrator (Pre-Service)		☐ Other (Specify) _____	
9. Intended for Use By:

☐ Student	☐ Classroom Teacher	☐ Local Administrator
☐ Teacher Educator	☐ Guidance Staff	☐ State Personnel
☒ Other (Specify) <u>Local community college administrators</u>		
10. Student Type: Not Applicable

☐ Regular	☐ Disadvantaged	☐ Handicapped
☐ Limited-English Proficiency	☐ Other (Specify) _____	
11. Medium and Format of Materials.

☒ HARDCOPY	☐ VIDEOTAPE	☐ FILM	☐ MICROFICHE
No. of pages <u>41</u>	☐ Minutes	☐ Minutes	☐ B & W
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☐ Hard bound	☐ Color	☐ Color	
☒ Loose-leaf	☐ inches	☐ mm	
Photos: Yes _____ No ☒			
Diagrams: Yes _____ No ☒			

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Contact Name _____ Phone () _____

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14 What level(s) of assistance is required to provide implementation of this outcome?

☒ awareness _____ understanding

☐ deciding _____ implementing

15 Are Consultive/Inservice (or staff development) available? Yes _____ No ☒

Contact Illinois State Board of Education
Department of Adult, Vocational and Technical Education
Research and Development Section, E-426
100 North First Street
Springfield, IL 62777
(217) 782-4620

16 General Description (State the general objective and suggested method of use. Summarize the content and tell how it is organized. Write the description so that it can be used to promote the material. Continue on back of this sheet or on another sheet if necessary.)

17 Person Completing this Abstract Pamela J. Selby, Project Coordinator

Full Address Elgin Community College

1700 Spartan Drive

Elgin, IL Zip 60120

Abstract Cont.

16. GENERAL DESCRIPTION

GENERAL OBJECTIVE: To provide community colleges with a model process for establishing a training information clearinghouse, enabling them to more effectively link business and industry with information on training programs available in the area. Also, for Elgin Community College to establish a training information clearinghouse and link local business and industry with that information and take steps to create an awareness in the business community that the information is available.

SUGGESTED METHOD OF USE: Community college administrators who are responsible for working with business and industry are the suggested users of this product. The handbook is meant to be a guide which would be utilized by community colleges who wish to establish or change existing training information clearinghouses. The process described should be modified according to the policies and existing procedures at the college using the product.

CONTENT AND ORGANIZATION: The handbook is divided into the following nine sections:

- 1) INTRODUCTION
- 2) TABLE OF CONTENTS
- 3) BACKGROUND - This is a brief synopsis of the concept development and planning step.
- 4) FOCUS GROUPS - This section includes the following:
 - The rationale behind forming the Focus Groups
 - The questions the Focus Group Participants were asked
 - The process used to form the Focus Groups
 - A listing of who participated in the Focus Group meetings

Abstract Cont.

- A description of how the meetings were conducted
 - The results of the meetings and how they impacted the project
 - The following samples:
 - Correspondence
 - Meeting agenda
 - Meeting presentation outline
- 5) TRAINING INFORMATION HOTLINE - The following are discussed in this section:
- The reason for the HOTLINE
 - Where the HOTLINE is located
 - How the HOTLINE number was promoted
- 6) TRAINING INFORMATION RESOURCE PEOPLE - The function of these people is discussed in this section. Their names, companies, and occupations are listed.
- 7) THE BUSINESS AND INDUSTRY TRAINING ASSESSMENT SURVEY - This section includes the following:
- A description of the process used in designing the survey instrument
 - A description of the survey instrument
 - A description of the survey target businesses
 - A description of how the survey was promoted
 - A description of problems encountered and suggestions for overcoming them
 - The following samples:
 - Correspondence
 - The survey instrument
 - News articles
- 8) THE BUSINESS AND INDUSTRY TRAINING INFORMATION DIRECTORY - This section includes the following:
- A description of the process used in compiling the Directory
 - A listing of the contents of the Directory

Abstract Cont.

- A description of how and to whom the Directory has been disseminated
- A description of the purpose of the Directory
- A description of how the Directory has been promoted
- The following samples:
 - Pages from each section of the Directory
 - News articles

9) SUMMARY

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STEPS FOR ESTABLISHING A TRAINING INFORMATION CLEARINGHOUSE

BACKGROUND

In response to the expressed needs of local personnel and training directors for information on training programs available in the area, we decided to compile a databank of that information and call it a Training Information Clearinghouse.

It was determined that the best way to identify the training taking place in the community would be to survey business and industry located within the College's district. We also recognized that the data gathered from the survey would not be of much value unless it met the needs of the personnel and training directors who were requesting the information; therefore, it was decided that we needed to consult with them.

FOCUS GROUPS

The Director of Occupational Relations at the College has been involved with local personnel associations, establishing a good rapport with their members. It was decided that the most effective way to learn what information they wanted was to form and meet with focus groups made up of these personnel and training directors, asking them the following questions:

1. Would they use a training information clearinghouse?
2. What information would they want in it?
3. Would a survey be the best way to get the information?
4. In what format would they like the survey?
5. How would they like to receive the information?

To further strengthen the relationship between the College and these area training leaders and to promote the survey and clearinghouse, the Project Coordinator also began attending the associations' meetings, as well as chambers of commerce Women's Council meetings.

The Project Coordinator called fifty nine training leaders from the personnel associations and asked them to participate in the Focus Groups. Forty people agreed to serve on the Focus Groups, and thirty six actually attended the meetings. Six groups were formed with an average of six people in each group. Other statistics are as follows:

	<u>Service & Retail</u>	<u>Manufacturing</u>
Number of people called	19	40
Number of people who said yes	13	27
Number of people who attended	13	23

The six Focus Groups were divided as follows:

Manufacturing.....7 participants
 Manufacturing.....6 participants
 Manufacturing.....5 participants
 Manufacturing.....5 participants
 Service and Retail.....5 participants
 Service and Retail.....8 participants

A meeting confirmation letter was sent to each participant following the phone call, and several Elgin Community College administrators were invited to attend the meetings. (See samples at end of this section.)

The meetings were conducted on campus by the Project Coordinator and the Director of Occupational Relations. (Samples of the agenda and presentation outline follow this section.)

The Focus Group participants provided the following information:

- That they would use and need a training information clearinghouse
- That they want to know what training is done by other businesses in the area
- That they would like that information put into a directory which would be made available to them

- That they want to be able to get information by simply calling the College
- That the Business and Industry Training Assessment Survey was a good idea and should be as follows:
 - No more than one sheet of paper printed on both sides
 - Primarily check-off and multiple choice questions
 - Ask questions that would provide the information they want

The suggested questions for the survey were:

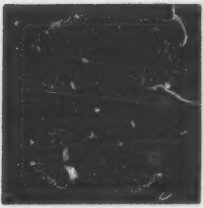
- What is the company name?
- What is the name and phone number of the person responsible for coordinating the training?
- What are the job titles of the employees trained?
- What are the titles of the training programs?
- What is the purpose of the training?
- Who/what organization does the training?
- Where is the training held?
- What is the length of the training program?
- What materials are used?
- Can the materials be loaned to other companies?
- Who pays for the training?
- Are the training programs open to other companies?
- Are the training programs evaluated?
- Does the company have/use a management assessment program?

The Project Secretary took notes during the meetings. The notes were used later by the Project Coordinator when designing the survey instrument.

After the meetings, each participant received a thank you letter and a list of the Focus Group participants. (See samples at the end of this section.)

As a result of the information gathered at the meetings, we decided that the clearinghouse original databank would contain only the information from the survey and information about the College's services.

It was also decided to compile the information into a Business and Industry Training Information Directory. The Directory would serve two purposes. It would be disseminated to business and industry to be utilized as a resource tool, and it would be the primary reference source in the clearinghouse file.



ELGIN
COMMUNITY
COLLEGE

Community College District 509 1700 Spartan Drive, Elgin, Illinois 60120 Phone (312) 697-1000

February 13, 1983

Dear

Thank you for agreeing to meet with us to discuss employee training.

The meeting will be held on Tuesday, February 22, 1983 from 9:00 a.m. - 10:30 a.m. at Elgin Community College in the Board Room (Building B).

If you have any questions, please call 888-7376.

Sincerely,

Dennis Sienko
Director of
Occupational Relations

Pamela J. Selby
Grant Coordinator
Economic Development Project

sfo

MEMORANDUM

DATE: February 11, 1983

TO: Dr. Searle Charles, President
Dr. Lynn Willett, Vice President
Don Green, Instructional Dean
Eric Larson, Instructional Dean
Jack Weiss, Director, Learning Resources Center
Ethel Apple, Public Services Librarian

FROM: Pam Selby, Grant Coordinator - Economic Development Project

RE: Focus Group Meetings

One of the goals of the Economic Development Project is to determine what kind of employee training is taking place in the District.

In an attempt to gather the above information, five Focus Groups have been formed. The Groups consist of those people in business and industry responsible for training activities.

The Groups will meet as follows:

Tuesday, February 15	3:30 - 5:00	Board Room
Wednesday, February 16	3:30 - 5:00	Spartan Terrace
Tuesday, February 22	9:00 - 10:30	Board Room
Tuesday, March 1	3:30 - 5:00	Board Room
Thursday, March 3	9:00 - 10:30	Board Room

You are welcome to attend any of the meetings.

If you have any questions, please call me at extension 376.

cc Dennis Sienko

sfo

ELGIN COMMUNITY COLLEGE
ECONOMIC DEVELOPMENT PROJECT
MANUFACTURING FOCUS GROUP

March 1, 1983

AGENDA

- I. Introductions
- II. Purpose of Meeting
- III. Economic Development Project Overview
- IV. Proposed Questions for Training Assessment Survey
- V. Survey Format
- VI. ECC's Services Evaluation
- VII. Proposed Clearinghouse

PROPOSED QUESTIONS FOR TRAINING NEEDS ASSESSMENT SURVEY

1. What types of training does your company currently do?
2. Who is responsible for training?
3. Who does the training?
4. Who needs training?
5. Who receives training?
 - Management
 - Technical
 - Clerical
 - Customer Service
 - Faculty
 - Sales
 - Other
6. When is training provided?
 - Initial employment
 - On-going (on a regularly scheduled basis)
 - As needed (new procedures, etc.)
 - When employee changes positions (lateral or upward moves)
 - Other
7. In what setting does training take place?
 - On the job
 - Meetings
 - Classroom
 - In-house
 - College
 - Seminars/workshops conducted by someone other than your company
8. What is the length of your training sessions?
 - Day or less
 - Several days How many days?
 - More than one week How many weeks?
9. What materials are used in training?
10. How is the training paid for?
 - Company pays
 - Employee pays
 - Tuition reimbursement
11. What are your training costs?
12. What will your training needs be in the future?
13. What concerns, if any, do you have in regard to future training?

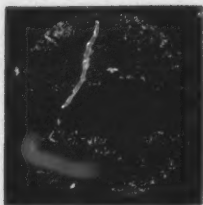
PROPOSED CLEARINGHOUSE

The purpose of the proposed Training Information Clearinghouse is to link business and industry with training programs available.

The Clearinghouse could contain information about training programs, trainers, and resource materials. It would be located in ECC's Learning Resource Center. A Hotline would be made available, so your requests for information can be called in.

During the meeting we will discuss the following:

1. Would you use the Clearinghouse?
2. What kinds of information would you want from it?
3. What would be the best and easiest way for you to get that information?



ELGIN
COMMUNITY
COLLEGE

Community College District 509 1700 Spartan Drive, Elgin, Illinois 60120 Phone (312) 697-1000

March 3, 1983

Dear

Thank you for participating in our Economic Development Project Focus Group.

Your suggestions are an important component in the development of a Training Assessment Survey, a Clearinghouse of Training Information, and a Training Directory.

As promised, a first draft of the Training Assessment Survey will be sent to you for your comments.

Enclosed is a list of those people who participated in the five Focus Groups.

Sincerely,

Pamela J. Selby
Grant Coordinator
Economic Development Project

Dennis Sienko
Director of
Occupational Relations

sfo

ELGIN COMMUNITY COLLEGE
ECONOMIC DEVELOPMENT PROJECT
FOCUS GROUP PARTICIPANTS

MANUFACTURING

Dave Arrington
John Bluemle
Art Conro
Doug Friedman
Olufemi Folarin
Cindy Grandin
Robert Halsall
Dave Hill
Daryl (Bud) Klinger
Charlie Knott
Roger Lindsey
Deborah Lowenstein
Marilyn Maas
Jim McNames
Bonnie Miller
Howard Mosher
Jim Nelson
Tony Patanella
Linda Peterson
Lorraine Ritt
Roland Sargent
Don Schaaf
David Woodruff

Burgess-Norton
Raymond Control Systems
Elgin Sweeper
American Antenna
Woodruff & Edwards
Owens-Illinois
R.R. Donnelley & Sons
Rockwell International
Flexonics
Safety-Kleen
Duraco Products
Wabash Datatech
Masonite
Hoffer Plastics
Suburban Plastics
C.R. Industries
Master Molded Products
Valspar
Cap & Seal
Haeger Potteries
DuKane
St. Charles Manufacturing
Refractory Products

SERVICE & RETAIL

Kathi Dunham
Marge Fletcher
Pat Kalom
Diana Miller
Marianne Myers
Mary Schalow
Pat Small
Cindy Smith
Mary Ann Stiegemeier
Richard Tuttle
Eleanor Wahl
Joan Wallis
Dr. Norm Wetzel

Joseph Spiess
Joseph Spiess
Delnor Hospital
Homart Development
1st National Bank of Elgin
St. Joseph Hospital
Home Federal Savings & Loan
1st Chicago
Sherman Hospital
Ace Hardware
Mueller Hillsman & Co.
Commonwealth Edison
School District 300

ELGIN COMMUNITY COLLEGE

Dr. Lynn Willet
Eric Larson
Ted Spella
Jack Weiss
Ethel Apple

Vice President for Development & Community Services
Instructional Dean
Director of Data Processing
Director, Learning Resource Center
Public Services Librarian

TRAINING INFORMATION HOTLINE

In response to the requests of the Focus Group participants for training information by phone, we designated the Office of Occupational Relations' phone as a TRAINING INFORMATION HOTLINE NUMBER. The number was printed in a newsletter article and the Business and Industry Training Information Directory.

TRAINING INFORMATION RESOURCE PEOPLE

Eleven Focus Group participants agreed to act as training information resource people. They will supplement the clearinghouse function by consulting directly with other personnel and training directors as the need arises. A list of these people follows this page.

TRAINING INFORMATION RESOURCE PEOPLE

Pat Small
Personnel Director
Home Federal Savings & Loan
16 N. Spring Street
Elgin, IL 60120 742-3800

Daryl Klinger
Director of Industrial Relations
Flexonics Div. UOP
300 E. Devon
Bartlett, IL 60103 837-1811

Don Schaaf
Director of Personnel
St. Charles Manufacturing
1611 E. Main
St. Charles, IL 60174 584-3800

Charlie Knott
Manager, Sales Training & Development
Safety-Kleen Corporation
655 Big Timber Road
Elgin, IL 60120 697-8460

Lorraine Ritt
Personnel Manager
Haeger Potteries
7 Maiden Lane
East Dundee, IL 60118 426-3441

Femi Folarin
Personnel Director
Woodruff & Edwards
119 N. State Street
Elgin, IL 60120 742-8700

Larry Klemm
Manager, Industrial Relations/Personnel
Flender Corporation
950 Tollgate Road
Elgin, IL 60120 931-1990

David Woodruff
Manufacturing Manager
Refractory Products
770 Tollgate Road
Elgin, IL 60120 697-2350

Art Conro
Industrial Relations Manager
Elgin Sweeper
1300 Bartlett Road
P.O. Box 537
Elgin, IL 60120 741-5370

Margaret Fletcher
Personnel Director
Joseph Spiess Company
32-52 Fountain Square Plaza
Elgin, IL 60120 741-4300

Pat Segal
Director of Human Resources
Delnor Hospital
975 N. Fifth Avenue
St. Charles, IL 60174 584-3300

THE BUSINESS AND INDUSTRY TRAINING ASSESSMENT SURVEY

Using the notes from the Focus Group meetings and samples of more than twenty five other surveys, the Project Coordinator designed the Business and Industry Training Assessment Survey instrument. The first draft of the survey instrument and its cover letter were sent to the Focus Group participants to evaluate it for content and format. (A sample of the letter sent to the Focus Group participants follows this section.) Suggestions and comments were received from eighteen of the thirty six participants.

The following Elgin Community College administrators also reviewed the survey instrument:

- The Project Director (Vice President for Development and Community Service)
- The Director of Occupational Relations
- The Director of the Learning Resources Center
- The Dean of Business
- The Dean of Vocational Technical Education
- The Dean of Non-Traditional Education

The Project Coordinator revised the survey instrument and its cover letter in accordance with the comments and suggestions regarding the first draft. The survey instrument was printed on 70#, 8½ x 14", buff colored paper. One sheet of paper printed on both sides was used. (Copies of the survey instrument and its cover letter follow this section. Please note that question seven was asked for the College's information. The data from question seven will be used in the College's future marketing efforts.)

Nearly half of the survey respondents listed either the training program title or the job title, not both. A great deal of valuable time was lost in contacting those people by phone. We suggest, that if at all possible, job titles and training program titles should be listed on the survey instrument so that they can be checked off. It would also help to conduct the survey

by interviewing the personnel and training directors in person by appointment.

Our survey target businesses included the following:

- Members of two personnel associations
- Those businesses in the College's district with sixteen or more employees (This information was obtained from the Illinois Labor Market Information Service Dun and Bradstreet listing.)

Survey questionnaires were sent to 825 businesses within the College's district. Five hundred follow-up letters were sent five days after the survey was mailed. Sixty five companies responded, netting information on over 200 training programs.

The survey was promoted in the local newspaper, a newsletter for small businesses, and at personnel association and chambers of commerce Women's Council meetings. (Samples of the news articles follow this section.)



ELGIN
COMMUNITY
COLLEGE

Community College District 509 1700 Spartan Drive, Elgin, Illinois 60120 Phone (312) 697-1000

March 30, 1983

Dear Focus Group Participant:

Enclosed is the first draft of the Business and Industry Training Assessment Survey. I have also enclosed a draft of the letter that will accompany the survey.

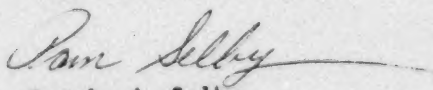
Please critique both the survey instrument and the letter keeping in mind the following:

- 1) The final draft of the survey instrument will be typeset.
- 2) The final draft of the letter will list all of the focus group participants and their companies.
- 3) Are the instructions clear?
- 4) Is the survey easy to fill out?
- 5) Will the results of the survey provide you with the information you want in a training information directory?

You can call me at 888-7376 with your comments, or you can mail them to me. I will need your responses no later than Friday, April 8, 1983.

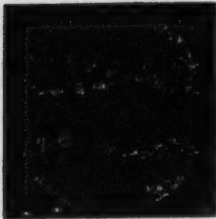
Thank you for your cooperation.

Sincerely,


Pamela J. Selby
Grant Coordinator
Economic Development Project

PJS/hb

Enclosure:



ELGIN COMMUNITY COLLEGE

Community College District 509 1700 Spartan Drive, Elgin, Illinois 60120 Phone: (312) 697-1000

SURVEY FOCUS GROUP

Dave Arrington
Burgess-Norton
John Blumie
Raymond Control Systems
Art Conro
Elgin Sweeper
Kathi Dunham
Joseph Spiess
Marge Fletcher
Joseph Spiess
Doug Friedman
American Antenna
Olufemi Folarin
Woodruff & Edwards
Cindy Grandin
Owens-Illinois
Robert Halsall
R.R. Donnelley & Sons
Dave Hill
Rockwell International
Pat Kalom
DeInor Hospital
Daryl (Bud) Klinger
Flexonics
Charlie Knott
Safety-Kleen
Roger Lindsey
Duraco Products
Deborah Lowenstein
Wabash Datatech
Marilyn Maas
Masonite
Jim McNames
Hoffer Plastics
Bonnie Miller
Suburban Plastics
Diana Miller
Homart Development
Howard Mosher
C.R. Industries
Marianne Myers
1st National Bank of Elgin
Jim Nelson
Master Molded Products
Tony Patanella
Valspar
Linda Peterson
Cap & Seal
Lorraine Ritt
Haeger Potteries
Roland Sargent
DuKane
Don Schaal
St. Charles Manufacturing
Mary Schalow
St. Joseph Hospital
Pat Small
Home Federal Savings & Loan
Cindy Smith
1st Chicago
Mary Anne Stiegemeier
Sherman Hospital
Richard Tuttle
Ace Hardware
Eleanor Wahl
Mueller Hillman & Co.
Joan Wallis
Commonwealth Edison
Dr. Norm Wetzel
School District 300

Dear Personnel/Training Director:

In response to the expressed needs of local companies for training information, Elgin Community College is compiling a Training Information Directory. The directory will be a valuable time-saving resource for you when you plan training programs for your employees.

A copy of the directory will be provided free of charge to everyone who completes and returns the enclosed Business and Industry Training Assessment Survey questionnaire. The information on available training programs gained from the survey will be utilized in the comprehensive directory.

Your participation in the survey is essential to the success of this project. Please take a few minutes to fill out the questionnaire and return it to me in the enclosed envelope on or before TUESDAY, MAY 12, 1983.

The directory will be presented on June 8, 1983 at a meeting hosted by the Elgin Area Chamber of Commerce Personnel Association. All survey participants will be invited to the meeting.

The survey is funded by an economic development project grant from the Illinois State Board of Education's Department of Adult, Vocational, and Technical Education.

If you have any questions, please call me at 312/888-7376.

Thank you.

Sincerely,

Pamela J. Selby
Grant Coordinator - Economic Development Project

Dennis Sienko
Director of Occupational Relations

ELGIN COMMUNITY COLLEGE BUSINESS AND INDUSTRY TRAINING ASSESSMENT SURVEY

PLEASE PRINT OR TYPE

COMPANY _____ PHONE _____ NAME AND TITLE OF PERSON COMPLETING SURVEY _____

FILL IN BLANK VERTICAL SPACES WITH CATEGORIES THAT RELATE TO YOUR COMPANY

Please List The Training Programs You Offer And The Job Titles Of The Employees Trained In Each Program	What Is The Purpose Of The Training							Who/What Organization Does The Training							Where Is The Training held							What Is The Length Of The Training Program				What Materials Are Used (✓) And Will You Lend Them to Other Companies (Y for Yes, N for No)							Who Pays For The Training			Name And Phone Number Of Person Who Coordinates The Training If Different From Above	
	INITIAL EMPLOYMENT	NEW PROCEDURES	EMPLOYEE PROMOTION	LATERAL MOVES	REGULAR IN SERVICE	UPGRADE SKILLS		COMPANY TRAINER	ELGIN COMMUNITY COLLEGE							ON THE JOB	IN HOUSE CLASSROOM	AT COLLEGE	RENTED SPACE	SEMINARS	CONFERENCES	DAY OR LESS	2-3 DAYS	4-5 DAYS	2-4 WEEKS	5-8 WEEKS	FILMS	VIDEO	SLIDES	TEXTBOOKS	WORKBOOKS	HANDOUTS	OVERHEAD PROJECTOR		COMPANY		EMPLOYEE
1 Example: Basic supervisory skills - Foreman, office manager		✓				✓		✓								✓						✓					✓		✓		✓						
2																																					
3																																					
4																																					
5																																					
6																																					
7																																					
8																																					
9																																					
10																																					
11																																					

BUSINESS AND INDUSTRY TRAINING ASSESSMENT SURVEY CONTINUED

1. Are your training programs open to employees from other companies? ☐ Yes ☐ No ☐ Some
2. If some, identify which programs (using number from front). _____
3. Do you have a method of evaluating your training programs? ☐ Yes ☐ No
4. If yes, what is it? _____
5. Do you use a management assessment program prior to promotions to management level positions? ☐ Yes ☐ No
6. If yes, whose program/center do you use? _____
7. Which of the following topics would you like ECC to offer workshops, seminars, short courses, or custom designed (for your company) courses on?
(Check all that apply and add others you would like)

☐ Computer Aided Design
☐ Computer Aided Manufacturing
☐ Materials Management
☐ Productivity (Time and Motion Studies)
☐ Quality Assurance
☐ Data Processing Fundamentals
☐ For Non Data Processing Employees
☐ Quality Circles
☐ Listening Skills

☐ Robotics
☐ Business Communications
☐ Interpersonal Skills
☐ Basic Supervisory Skills
☐ Personal Financial Planning
☐ Personnel Management (Legal Aspects)
☐ Pre-Retirement Planning
☐ Grant Writing
☐ Telephone Courtesy

☐ Interviewing Skills for Hiring Personnel

Comments: _____

RETURN TO PAM SELBY, ELGIN COMMUNITY COLLEGE, 1700 SPARTAN DRIVE, ELGIN IL 60120 (888-7376) on or before May 12, 1983.

THANK YOU

**SURVEY
FOCUS GROUP**

Dave Arrington
Burgess-Norton
John Bluemel
Raymond Control Systems
Art Conro
Elgin Sweeper
Kathi Dunham
Joseph Spiess
Marge Fletcher
Joseph Spiess
Doug Friedman
American Antenna
Olufemi Folarin
Woodruff & Edwards
Cindy Grandin
Owens-Illinois
Robert Halsall
R.R. Donnelley & Sons
Dave Hill
Rockwell International
Pat Kalom
DeInor Hospital
Daryl (Bud) Klinger
Flexonics
Charlie Knott
Safety-Kleen
Roger Lindsey
Duraco Products
Deborah Lowenstein
Wabash Datatech
Marilyn Maas
Masonite
Jim McNamara
Hoffer Plastics
Bonnie Miller
Suburban Plastics
Diana Miller
Homart Development
Howard Mosher
C.R. Industries
Marianne Myers
1st National Bank of Elgin
Jim Nelson
Master Molded Products
Tony Patanella
Valspar
Linda Peterson
Cap & Seal
Lorraine Ritt
Haeger Potteries
Roland Sargent
DuKane
Don Schaal
St. Charles Manufacturing
Mary Schalow
St. Joseph Hospital
Pat Small
Home Federal Savings & Loan
Cindy Smith
1st Chicago
Mary Anne Stiegemeier
Sherman Hospital
Richard Tuttle
Ace Hardware
Eleanor Wahl
Mueller Hillsman & Co.
Joan Wallis
Commonwealth Edison
Dr. Norm Wetzel
School District 300

Dear Personnel/Training Director:

A few days ago you received a Business and Industry Training Assessment Survey questionnaire.

If you have not already done so, please take a few minutes to fill out the questionnaire and return it on or before THURSDAY, MAY 12, 1983.

Your participation in the survey is essential to the success of this project.

Thank you.

Sincerely,

Pamela J. Selby

Pamela J. Selby
Grant Coordinator
Economic Development Project

Dennis Sienko

Dennis Sienko
Director of
Occupational Relations

sfo

MEMORANDUM

DATE: June 21, 1983

TO: Lynn Willett

FROM: Pam Selby 

RE: Training Survey - Marketing Data

Question seven (7) on the survey (attached) asked what topics the surveyed company would like ECC to offer training on.

Fifty two (52) companies requested an average of five (5) topics each. Twenty six (26) topics were requested.

The data has been compiled into lists by company name and by topic.

The lists are an excellent marketing resource for us. Their use could generate increased training revenue.

PS/sfo

Daily Courier-News, Sunday, March 27, 1983

ECC planning area training survey, index

Elgin Community College will conduct a business and industry training assessment survey and develop a training information directory to keep businesses informed about available training in the area.

Dennis Sienko and Pamela Selby from ECC's Center for Employee and Management Development consulted with 36 area training leaders on developing the survey. The survey will identify what training programs are taking place in local companies.

It will be mailed in early April to a cross section of business and industry in the college's district.

ECC will link area business and industry with the information on available training programs by publishing it in a training information directory. A copy of the directory will be provided to everyone who participated in the survey.

The directory and the results of the survey will be presented in May 11 at a meeting sponsored by the Elgin Area Chamber of Commerce Personnel Association.

MANUFACTURING — Burgess-Norton, Raymond Control Systems, Elgin Sweeper, American Antenna, Woodruff and Edwards, Owens-Illinois, R.R. Donnelley and Sons, Rockwell International, Flexonics, Safety-Kleen, Duraco Products, Wabash DataTech, Masonite, Hetter Plastics, Suburban Plastics, C.R. Industries, Master Molded Products, Valspar, Cap and Seal, Haeger Pottery, DuKane, St. Charles Manufacturing, Refractory Products.

SERVICE AND RETAIL — Joseph Soles, Delnor Hospital, Homart Development, First National Bank of Elgin, St. Joseph Hospital, Home Federal Savings and Loan, First Chicago, Sherman Hospital, Ace Hardware, Mueller Hillman and Co., Commonwealth Edison, Dundee Unit School District 300.

insight for small businesses

A Valuable Resource For Business and Industry

by Dennis Sienko
*Director of Occupational Relations
Elgin Community College*

Elgin Community College has a long history of working closely with business and industry by providing job related training. A wide range of training programs are available for your employees who wish to upgrade their skills or learn new skills. In addition to job related credit courses, the college offers apprenticeship programs, short term non-credit training, seminars, courses in basic skills development (adult basic education, English as a second language, and General Educational Development) and a variety of specialty programs.

The short courses and seminars are offered for management, technical, and clerical personnel. A series of seminars for the small business owner is also available.

The college recognizes the growing use of technology in your businesses by providing training in the fields of data processing, word processing, computer aided design (CAD), computer aided manufacturing (CAM), programmable controllers and robotics.

Many companies in ECC's district have contracted with the college for custom designed training programs. Much of the training is done on the companies' premises, and is designed to meet the unique needs of the individual business.

Elgin Community College involves itself in specialized economic development activities that are designed to strengthen the local business community. Examples of those activities are as follows:

- A Business and Industry Training Assessment Survey funded by the Illinois State Board of Education's Department of Adult, Vocational, and Technical Education.

- A Training Information Directory utilizing information gained from the survey on available training programs. The directory will be made available to business and industry.

- A Directory of Business Assistance

Programs in cooperation with the Illinois State Department of Commerce and Community Affairs, the Kane County Department of Training and Employment, and the Northern Kane County Private Industry Council. The directory will be provided to business and industry, and it will identify services that are available to assist them.

- A series of High Impact Training Services (H.I.T.S.) and Industrial Training Program (I.T.P.) grants that are available to help subsidize training programs in companies that are new or expanding. The grants are made available through the Illinois State Board of Education and the Illinois Department of Commerce and Community Affairs, respectively.

For further information about services at Elgin Community College, please feel free to call me.

Dennis Sienko
Director of Occupational Relations
Elgin Community College
1700 Spartan Drive
Elgin, IL 60120
(312) 888-7376

THE BUSINESS AND INDUSTRY TRAINING INFORMATION DIRECTORY

The Business and Industry Training Information Directory was compiled utilizing the data from the survey.

The Project Coordinator reviewed all of the returned survey questionnaires for accuracy and completeness. As mentioned earlier, many of the survey respondents had to be called for clarifications, particularly in the job title and training program title section.

The Project Secretary then processed the data into the Directory format. This was a tedious time-consuming task, and we recommend that a computer be used for assimilating the data if at all possible.

The Directory contains the following:

- A Foreword by the College President
- Acknowledgements (Focus Group participants and College staff)
- Table of Contents
- Index To Training Programs By Program Title
- Index To Training Programs By Program Category
- Index To Training Programs By Job Title
- Index To Training Programs By Company
- Details of over 200 training programs
- Information about the Training Information Clearinghouse and Hotline
- A comments page

(Samples of these pages follow this section. Please note that each index was printed on a different color paper for easy identification.)

The Directory was presented by the Project Coordinator at an Elgin Area Chamber of Commerce Personnel Association meeting. The Chamber invited all survey respondents, as well as the Association's members to the meeting. The College's President and Director of Occupational Relations were also in

attendance.

The Directory has been disseminated to the following:

- All survey respondents
- All Focus Group participants (Six did not respond to the survey.)
- Elgin Community College administrators and Counseling Center
- News media
- Other colleges throughout the country
- Other businesses
- Chambers of commerce located in the College's district
- The Illinois Economic Development Commission

To date, approximately 150 Directories have been distributed. The response has been very positive. Training and personnel directors say it will be a valuable tool when planning new or expanding existing training programs.

As mentioned earlier, the Directory is the primary reference source in the Training Information Clearinghouse file.

The Directory has been promoted in the local paper and a newsletter for small businesses, and the Project Coordinator and the Director of Occupational Relations were interviewed by a local radio station. (Samples of the news articles follow this section.)

About fifteen requests for the Directory resulted from the media promotions. Several of the requests were from private trainers who wished to use the Directory as a marketing tool. Those requests were denied.

FOREWORD

Elgin Community College has a long history of working closely with business and industry. In keeping with that tradition, the College responded to the expressed needs of local companies for training information by compiling this Business and Industry Training Information Directory. The Directory will prove to be a valuable time-saving resource for those who plan training programs for employees.

The information contained in the Directory was acquired from a Business and Industry Training Assessment Survey conducted by the College during the Spring of 1983. The survey questionnaire was sent to a cross-section of businesses within the College's district. I would like to express my appreciation to those who participated in the survey. They are listed in the Directory's Company Index.

The Project Staff formed six Project Focus Groups consisting of 36 area training leaders. The Staff consulted with the Focus Group participants on developing the survey and the Directory. Their comments and participation are greatly appreciated. They were important to the success of this project, and they will aid us in planning and marketing training programs in the future. The Focus Group participants are listed on the Directory's Acknowledgements page.

We at Elgin Community College are proud of the part we play in the local economic development effort, and we look forward to continuing our relationship with business and industry.

Searle F. Charles

Dr. Searle Charles, President
Elgin Community College

ACKNOWLEDGEMENTS

PROJECT FOCUS GROUP PARTICIPANTS

The following thirty-six training leaders from local business and industry comprised six Project Focus Groups. The ECC Project Staff consulted with the Focus Group participants on developing the survey and the Directory.

Dave Arrington
Burgess-Norton
John Bluemle
Raymond Control Systems
Art Conro
Elgin Sweeper
Kathi Dunham
Joseph Spiess
Marge Fletcher
Joseph Spiess
Doug Friedman
American Antenna
Olufemi Folarin
Woodruff & Edwards
Cindy Grandin
Owens-Illinois
Robert Halsall
R.R. Donnelley & Sons
Dave Hill
Rockwell International
Pat Kalom
Delnor Hospital
Daryl (Bud) Klinger
Flexonics
Charlie Knott
Safety-Kleen
Roger Lindsey
Duraco Products
Deborah Lowenstein
Wabash Datatech
Marilyn Maas
Masonite
Jim McNames
Hoffer Plastics
Bonnie Miller
Suburban Plastics

Diana Miller
Homart Development
Howard Mosher
C.R. Industries
Marianne Myers
First National Bank of Elgin
Jim Nelson
Master Molded Products
Tony Patanella
Valspar
Linda Peterson
Cap & Seal
Lorraine Ritt
Haeger Potteries
Roland Sargent
DuKane
Don Schaaf
St. Charles Manufacturing
Mary Schalow
St. Joseph Hospital
Pat Small
Home Federal Savings & Loan
Cindy Smith
First Chicago
Mary Anne Stiegemeier
Sherman Hospital
Richard Tuttle
Ace Hardware
Eleanor Wahl
Mueller, Hillisman & Co.
Joan Wallis
Commonwealth Edison
Dr. Norm Wetzel
School District 300
David Woodruff
Refractory Products

ELGIN COMMUNITY COLLEGE STAFF

Eric Larson
Instructional Dean

Dr. Jack Weiss
Director of Renner Learning
Resources Center

Ethel Apple
Public Services Librarian

Sara Quillman
Graphic Artist

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ADVANCED DESIGN SCHOOL

COMPANY NAME: St. Charles Manufacturing Company
CONTACT PERSON: Don Schaaf, Director of Personnel
PHONE NUMBER: 584-3800
EMPLOYEES TRAINED: Dealer Salesperson
PURPOSE OF TRAINING: New Procedures, regular In-service, upgrade skills, product knowledge
TRAINING DONE BY: Company Trainer
TRAINING HELD AT: In-house classroom
LENGTH OF TRAINING: 4-5 days
MATERIALS USED: Films, slides, textbooks, workbooks
PAID FOR BY: Company
OPEN TO OTHER COMPANIES: No
EVALUATION METHOD: Yes, students are graded and they also grade the program
MANAGEMENT ASSESSMENT PROGRAM: No
COMMENTS:

ADVANCED SELLING SKILLS

COMPANY NAME: Safety-Kleen Corporation
CONTACT PERSON: Charles H. Knott, Training Director
PHONE NUMBER: 697-8460
EMPLOYEES TRAINED: Sales Personnel
PURPOSE OF TRAINING: Employee promotion, upgrade skills
TRAINING DONE BY: Company trainers, field managers
TRAINING HELD AT: In-house classroom
LENGTH OF TRAINING: 4-5 days
MATERIALS USED: Films, slides, workbooks, handouts, overhead projector, flipcharts
PAID FOR BY: Company
OPEN TO OTHER COMPANIES: No
EVALUATION METHOD: Yes, we expect improvement immediately in sales results
MANAGEMENT ASSESSMENT PROGRAM: Not in all levels
COMMENTS: We are willing to discuss with training professional and to share in knowledge and experience gained.

ADVANCED SUPERVISORY SKILLS

COMPANY NAME: Delnor Hospital
CONTACT PERSON: Patricia Segel, Director of Human Resources
PHONE NUMBER: 584-3300
EMPLOYEES TRAINED: Managers
PURPOSE OF TRAINING: Regular in-service, upgrade skills
TRAINING DONE BY: Company trainer
TRAINING HELD AT: In-house classroom
LENGTH OF TRAINING: Day or less
MATERIALS USED: Video*, Slides*, Textbooks*, Workbooks*, Handouts*, Overhead Projector*
PAID FOR BY: Company
OPEN TO OTHER COMPANIES: No
EVALUATION METHOD: No
MANAGEMENT ASSESSMENT PROGRAM: Yes, our own needs assessment survey
COMMENTS:
(*Will share these materials with other companies.)

ADVANCED SUPERVISORY SKILLS

COMPANY NAME: Raymond Control Systems
CONTACT PERSON: John Bluemle, Personnel Manager
PHONE NUMBER: 377-4000
EMPLOYEES TRAINED: Foremen, Group Leaders, Office Supervisors
PURPOSE OF TRAINING: Employee promotion, upgrade skills
TRAINING DONE BY: Midwest Industrial Management Association
TRAINING HELD AT: In-house classroom
LENGTH OF TRAINING: 2-3 Days
MATERIALS USED: Workbooks
PAID FOR BY: Company
OPEN TO OTHER COMPANIES: Non applicable
EVALUATION METHOD: Yes, request feedback from participants, course grades, periodic job performance evaluations
MANAGEMENT ASSESSMENT PROGRAM: No
COMMENTS:

ELGIN COMMUNITY COLLEGE
TRAINING INFORMATION CLEARINGHOUSE
A VALUABLE RESOURCE FOR BUSINESS AND INDUSTRY
312/838-7376

Elgin Community College has established a Training Information Clearinghouse which links business and industry with information on available training programs. Just call the **TRAINING INFORMATION HOTLINE NUMBER - 312/888-7376** - for the information you need. The hotline is located in the College's Office of Occupational Relations, which is under the direction of Dennis Sienko.

COMMENTS

We welcome your comments about this Business and Industry Training Information Directory. Please tell us what you like about it, what makes it useful for you, what changes you recommend, and what you would like deleted or added. Thank you.

Return to: Dennis Sienko
Director of Occupational Relations
Elgin Community College
1700 Spartan Drive
Elgin, Ill. 60120

Business directory pinpoints training

Elgin area companies should find it easier to arrange employee training programs thanks to a new directory published by Elgin Community College.

The "Business and Industry Information Directory" lists 200 training programs being used by 60 area firms. For each, it states who conducts the classes, where it is held and other information which might help another company use the same kind of program.

The booklet was compiled by Pam Selby, who was hired to edit the book and do three other projects relating to economic development. Her salary was paid by a \$19,000 grant from the Illinois Department of Education.

In some cases, Selby said, a firm will allow another company's employees to enroll in its training program. This is especially true of semi-public employers, such as hospitals and nursing homes with medical and cardio-pulmonary resuscitation classes.

In other cases, the company

using a program is willing to loan another firm its training materials. For example, one local store will loan out a videotape it uses to show its employees how to combat shoplifting.

IN STILL OTHER cases, a company will tell a second firm how to contact the person or training institute which trains its employees, so that the second firm can attempt to set up similar classes with the same trainer.

The booklet was introduced to some 30 Elgin area personnel managers during a luncheon sponsored by ECC and the Elgin Area Chamber of Commerce. Dennis Sienko, occupational relations director at ECC, said Selby and he first asked a "focus group" of personnel managers what they would like the booklet to include. Then Selby sent questionnaires to 825 businesses with 16 or more employees, asking them to report any training programs.

Copies are available from Sienko's office at ECC.

Business and Industry Training Information Directory

by Pam Selby
Grant Coordinator -
Economic Development Project
Elgin Community College



In response to the expressed needs of local business and industry for employee training information, Elgin Community College has compiled a Business and Industry Training Information Directory. The Directory will be a valuable time-saving resource for you when you plan training programs for your employees.

The comprehensive Directory utilizes data on available training programs obtained from a Business and Industry Training Assessment Survey

conducted by the college. Thirty six training leaders from manufacturing, service, and retail companies served on six focus groups which advised us on this economic development project. The project was funded by the Illinois State Board of Education's Department of Adult, Vocational, and Technical Education.

The following information is included in the Directory:

- A listing of training programs that are offered in a cross-section of businesses within ECC's district.
- Details of those programs, including names and phone numbers of people to contact.
- An index to the programs by the job titles of the employees receiving the training.
- An index to the programs by company name.
- A listing of services offered by Elgin Community College.

Whether you design your own training programs, hire consultants, or send your employees to seminars and conferences, the Business and Industry Training Information Directory will be helpful to you. It is available through the college's Office of Occupational Relations. Just call the training information hotline number 312/888-7376,

and we will be glad to assist you.

Pam Selby
Grant Coordinator -
Elgin Community College
1700 Spartan Drive
Elgin, IL 60120
312/888-7376

SUMMARY

Establishing a Training Information Clearinghouse is an exciting project that benefits business and industry and community colleges.

The process takes a minimum of six months, but it should be looked at as an on-going project. The clearinghouse information will need to be updated, and the databank could be expanded to include training programs at other colleges and training programs offered by private consultants and training groups and professional organizations. The databank could also be expanded beyond the local community to include training information from state and national sources.

It is suggested that the data be stored in a microcomputer if at all possible. The use of a printer would make the dissemination of information simpler and cut down on the time involved when mailing it.